

City of Winslow Job Description

Position Title: Customer Service Representative
Department: Public Works
Division: Recreation
Reports To: Recreation Manager
Band: 26
FLSA Status: Non-Exempt

GENERAL PURPOSE

Performs responsible cash handling and general clerical duties associated with the Recreation Department of the City. This position is an “at-will” temporary position per the Winslow Municipal Code Section 3.16.020.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Perform high visibility customer service for the City in receiving due from the public; handle cash, checks; use a cash register to receipt in payments.

Answer routine questions about recreation activities; handle difficult customers, questions, or situations firmly and professionally.

Handle incoming calls regarding recreation activities, transfer calls, and direct callers to correct numbers while servicing customers in the office.

Balance cash drawer daily, balance daily receipt reports and submit reports to the Finance Department.

Communicate with facility personnel to ensure work orders for recreation facilities have been completed in a timely manner.

Provide support to other recreation staff as required.

Compose, type and edit a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Performs related work as required or assigned.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the

essential functions.

1. Minimum Education and Experience

- a) Graduation from High School or GED equivalent, and
- b) One (1) year experience in dealing with the public and handling money, and;
- c) Some banking or customer service experience, including telephone experience, or;
- d) Any combination of training, education or experience which provides the knowledge,
- e) skills and ability to successfully perform the duties associated with the position.

2. Desired Knowledge, Skills and Abilities

- a) Ability to communicate in person or by phone in a calm and professional manner with all customers.
- b) Working knowledge of modern office procedures, computers, and equipment used in cash handling.
- c) Ability to use a computer keyboard, typewriter, and a calculator with speed and accuracy.
- d) Ability to handle transactions with numerous interruptions resulting in high levels of stress.
- e) Ability to understand and effectively carry out oral and written instructions.
- f) Ability to deal with difficult customers firmly but professionally to create a favorable impression.
- g) Demonstrated ability in the areas of accuracy and attention to detail.
- h) Ability to enter data accurately and at an acceptable rate of speed into a computer terminal.
- i) Ability to maintain confidentiality.
- j) Computer experience related to computer entry.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) The employee is required to see, sit, talk and hear.
- b) The employee is required to stand, walk, use hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) The employee works primarily in an office setting.
- b) The noise level is quiet to moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Revision Date: **April 18, 2016**